

A Dream Within Our Reach: A Health Care System for the Whole Person

Sandra R. Hernández, MD

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California
Health Care
Foundation



What people want



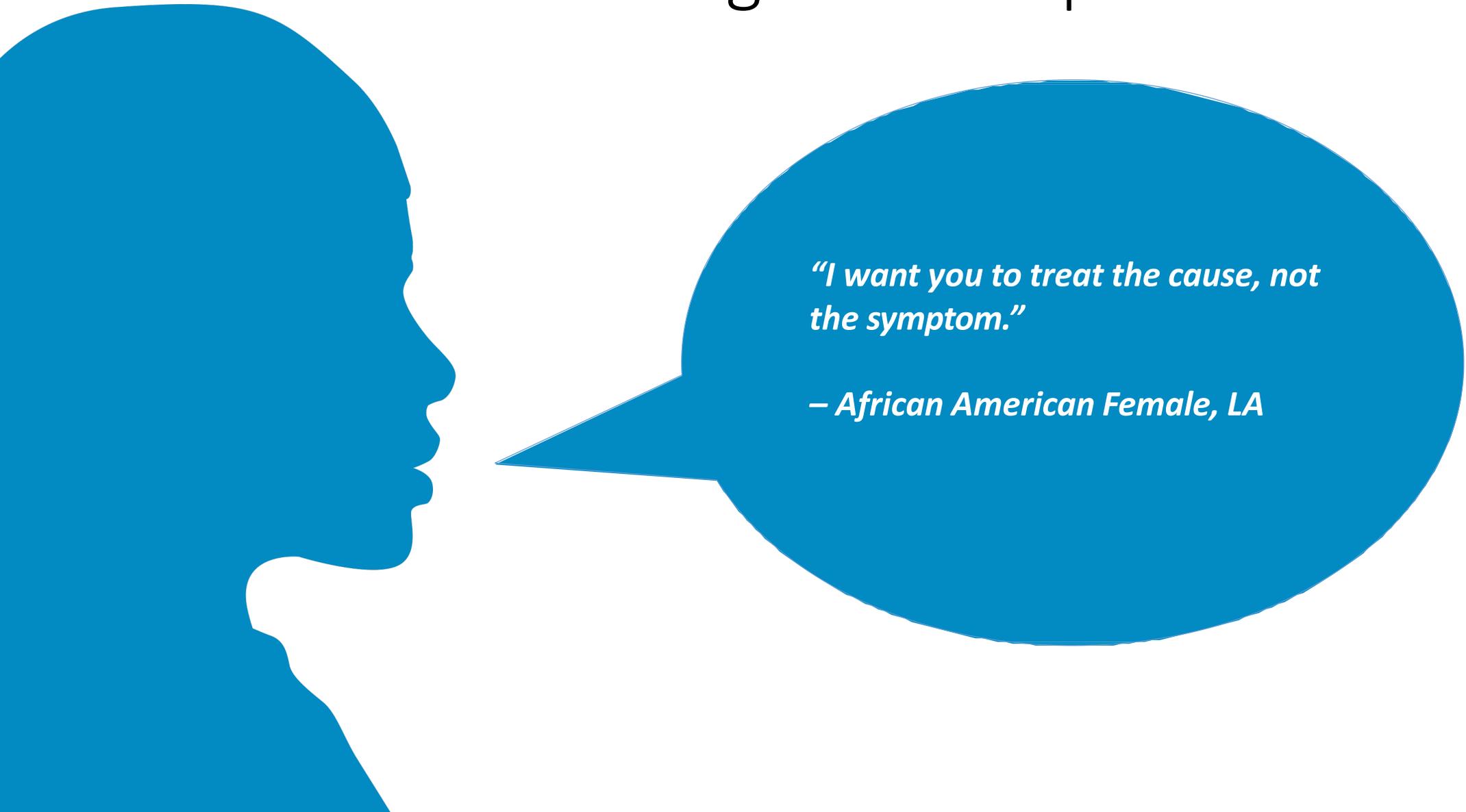
Seeing the individual

You're like a checkmark, basically, and you're just this checklist that you did this, this, and this, but here's the problem. The problem is everybody's different, and each person's different.

– Caucasian Male, Modesto



Addressing the root problem



"I want you to treat the cause, not the symptom."

– African American Female, LA

Asking the extra question

I think this doctor knows me medically, but he doesn't ever say, "How's your family?" or, "Is everything okay at home," not beyond just I'm there for my blood pressure medicine.

– Caucasian Female, Modesto



What's important to me



She listened to me, but wasn't really concerned about my concerns, necessarily.

– Latina Female, Redding

Empathy

He just really cared. I could feel that he cared. And immediately it just took a load off my mind.

– African American Male, Oakland



Communication



When they speak Vietnamese, I understand everything, but when they speak English I don't understand.

– Vietnamese Female, Orange County

Prevention

I hope doctors can help patients understand their own body, instead of waiting for patients to come to them after being sick. They should proactively help us to prevent illnesses from happening.

– Chinese Male, Los Angeles



The stars are aligning in California

- Coverage
 - Public Dollars
- Political Leadership
- Economy
- Public Opinion
 - Technology

What would it look like?



Advanced primary care



Treat mind and body together



Ability to talk to other systems



Population health



Care management for people with complex needs



Learning and improvement



1. Finish the job on coverage

• Formulario W-2
• Acta de nacimiento del país de origen (Para los niños/as)
• Prueba de domicilio
• Recibo de luz, cable o la renta
• Certificado de ciudadanía o Pasaporte Americano
• Número del seguro social o Número de ITIN (Es disponible por cada solicitante)

CALL/ LLAME



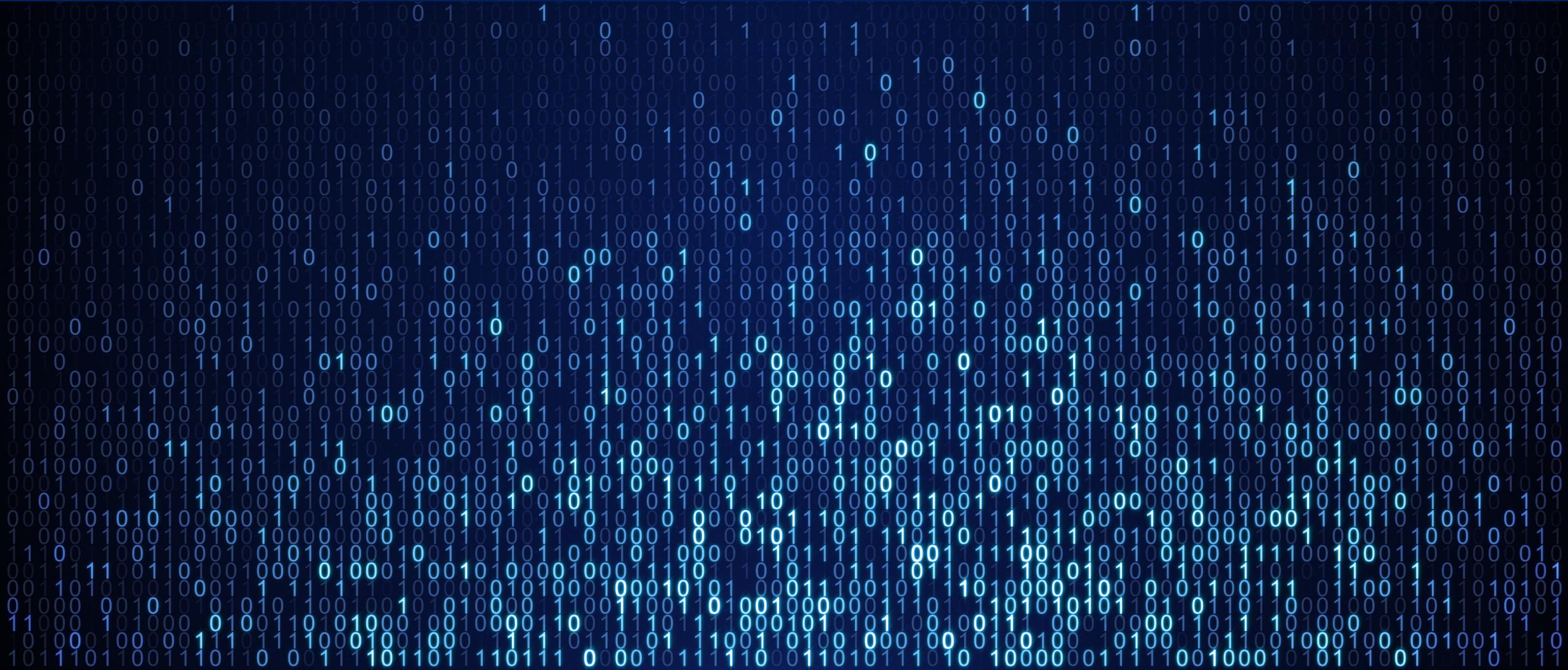
2. Modernize payment



3. Strengthen the workforce



4. Free the data



5. Elevate the consumer voice



Treat the person



“Don’t just treat me. You need to know me.”

*– African American Female,
Modesto*